

SPROUTS Clinic Policy

Overview

This document explains important aspects of the Speech Pathology clinic (hereafter referred to as the clinic) and services provided. After reading this document, you will be provided with the opportunity to consent to the terms and conditions of receiving services at the clinic.

The clinic is an assessment and treatment clinic within the UTS: Graduate School of Health. The clinic offers services to the general community to all age groups and all geographical areas both domestically and internationally. Potential clients can contact us directly or have a health care provider (e.g., a general practitioner) provide a written referral. The clinic is a student learning clinic. Master of Speech Pathology students provide services under the supervision of a Certified, Practicing Speech Pathologist.

Services

The clinic offers speech pathology assessment and treatment of communication and mealtimes. The speech pathologists use evidenced based procedures and will be determined on an individual basis.

Services are provided in person and via tele-practice. Tele-practice services incorporate the same procedures as within clinic services although the client does not attend the clinic, rather the assessment or treatment session is conducted using the phone or videoconferencing facilities. Tele-practice sessions by telephone are only available for adolescents and adults. For families of children aged under 16 attending tele-practice sessions, both the child and parent or other designated responsible adult (e.g., teacher) are required to be present and supervising the child throughout the entire session.

Supervision

The speech pathologists in the clinic receive supervision and mentoring for ongoing professional development. The supervisors are speech pathologists experienced with the assessment and treatment of swallowing and communication. The supervision will involve observation of clinic sessions and case conferences with supervisors. Through this supervision model, clients will have access to the expertise of the leading members of the profession, ensuring the highest standard of care.

Confidentiality

Speech pathologists and clinical supervisors have ethical and legal obligations to protect the privacy of people requiring and receiving services at the clinic. Clients of the

clinic have a right to expect that the staff at the clinic will treat personal and private information about clients in confidence.

All personal information gathered for the provision of services at the clinic remains confidential.

Safe and Inclusive Services

The clinic is committed to being a safe and inclusive environment for all individuals to access speech pathology services. The clinic supports the needs of culturally and linguistically diverse individuals, gender diverse individuals, the LGBTQIA+ community, and people of all races and religions.

The clinic is committed to delivering culturally safe, inclusive, and responsive speech pathology services for Aboriginal and Torres Strait Islander Peoples. This commitment recognises the centrality of Culture, Connection to Country, Language, Identity, Family, kinship and Community to health and wellbeing of Aboriginal and Torres Strait Islander Peoples. The clinic supports self-determination in all healthcare decisions.

All staff, students, and clients attending the clinic are expected to uphold the values of the clinic and act in ways that are free from racism or discrimination for all people of any background.

Privacy Notice

Collecting your information

Information collected on clients includes name, date of birth, personal and health information. Disclosure of information by a client to the clinic is voluntary. However, failure to disclose relevant information may compromise your assessment and/or treatment.

Using client information

The personal and health information collected is to provide adequate assessment, diagnosis, and treatment of presenting problems. Information held about a client is accessible by the treating speech pathologist. This information is required to provide treatment services.

Refer also to observation and recording sessions and research below.

Disclosing client information

A client's information will be available only to staff who have authorised access to client file records unless release of information is required or permitted by law, or if you have provided consent for your information to be provided to another party. For example, information may be disclosed where: (1) it is subpoenaed by a court of law,

- (2) failure to disclose information would place a client or another person at risk, or
- (3) such information is legally required to be reported.

To assist in any management needs that may arise during the course of receiving services at the clinic, the treating speech pathologist may recommend that they contact other health professionals, teachers, and/or medical practitioners. The treating speech pathologist will only consult with or release information to other professionals with a client's consent.

Accessing or correcting information

On request, clients may inspect and amend personal information about them held by the clinic. All requests to access or amend information must be lodged in writing to the Clinic Director and will be assessed on a case-by-case basis. Requests for access or to amend information held will be dealt with within 21 working days.

Erasure or deletion of personal information

Clients may request that their personal information as outlined above be erased or deleted. We may be under legal obligations to retain information held about a client for minimum retention periods. When we are legally permitted to erase personal information, the request will be actioned. Information about clients will be destroyed by the most appropriate, safe and secure means available at the time that information about clients is permitted to be erased. For all requests to erase or delete personal information held at the Centre, clients are to contact the Office Manager at speechpathology.clinic@uts.edu.au.

Complaints

If clients believe their privacy has been breached, or if they have concerns regarding the management of their personal information, they can contact the clinic manager by email speechpathology.clinic@uts.edu.au or phone (02) 9514 7189 in the first instance. If a client continues to have concerns they can request an internal interview. Further information can be found at 'Making a complaint' (<https://www.uts.edu.au/about/uts-governance/privacy-uts/your-privacy-uts/complaints>).

Observation and recording of sessions

Client sessions may be observed, or audio/video recorded for supervision purposes and continuing professional development purposes for speech pathology staff and students at the clinic. With your permission, recordings may be retained for teaching and learning purposes only.

The UTS Clinic is affiliated with the UTS Master of Speech Pathology degree. With your permission, recordings may be retained for use in teaching and learning within

the degree. Should you consent, your recordings will be retained and will be accessible to the UTS Master of Speech Pathology academic team. Recordings may be shown to students within their classes, to enhance their speech pathology education.

If you do not wish to be recorded, or do not consent to your recordings being retained, you may withdraw your consent for recordings and/or retention of recordings at any time. All material is kept confidential within the UTS team – either the clinic team, or the wider academic team, depending on the consent you provide. Clients will be advised before their session if their session may be observed. Clients can consent, decline, or withdraw consent for their sessions to be observed or recorded without consequence.

Research

The Speech Pathology clinic is both a teaching clinic and a site for research that has been approved for conduct at the clinic by the University of Technology Human Ethics Committee. Clients will be informed about any potential opportunities to participate in research. On the signature page of the Consent Form clients can elect to opt in or out of being contacted for research studies. Clients meeting the criteria for inclusion in an ethically approved study, who agree to be contacted, will be sent an information sheet about the relevant study. Clients will either voluntarily choose to take part or to decline participation. Participation in ethically approved research is entirely voluntary. Should clients choose not to participate in any research projects, this will in no way affect the services provided or their relationships with the clinic staff, currently or in the future.

Storage of information

Client files will be stored securely in an electronic format. Only the treating speech pathologists, clinical supervisors and administrative staff at the clinic are authorized to access information about clients during the performance of their duties.

Fees

There are currently no fees for speech pathology services provided through the UTS Speech Pathology Clinic (this is correct at time of writing).

Assessment	\$0
Treatment	\$0
Maintenance (30–40 min)	\$0
Standard Report	\$0
Medico-legal Report	\$0
Cancellation Fee (<24hours)	\$0
Failure to attend with no notice	\$0

Appointments and Cancellations

Following an assessment, if treatment is recommended, sessions are typically scheduled once per week for between 30 minutes to one hour. Missed sessions and late arrivals are problematic for both clients and treating speech pathologists. Therefore, clients are asked to make a commitment to attend regularly and promptly. If clients arrive late for an appointment, the session will **conclude at the original scheduled time**.

To cancel or postpone an appointment the client is to contact the clinic manager by phone on (02) 9514 3096 or email speechpathology.clinic@uts.edu.au at least 24 hours prior to the appointment time. In the event that a session is cancelled by clinic staff, the client will be contacted and the appointment will be rescheduled.

It is important to note that irregular attendance is likely to compromise the effectiveness of treatment and access to treatment may need to be discontinued if this occurs. Therefore, in the event of **two successive cancellations**, or **absence from treatment for three weeks** the scheduled appointment time will be allocated to another client.

Contacting the Clinic

The clinic reception phone is (02) 9514 3096 and email is speechpathology.clinic@uts.edu.au.

Social Media Policy

The speech pathologists working in the clinic are unable to accept requests for Facebook, Instagram, and X, or any other social media platform.